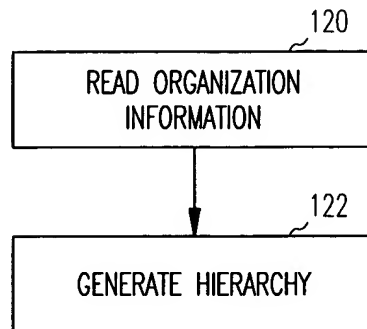
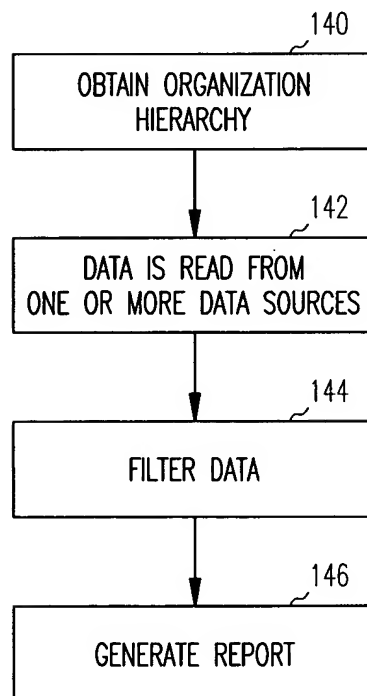


FIG. 1

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**FIG. 2**



**FIG. 3**

EMPLOYEE ID	SUPERVISOR ID	NAME	PHONE	DEPARTMENT	EMAIL
1080	279	Machovsky, Steve	123-456-7890	Procurement Dist/Development	Steve.Machovsky@acme.com
2257	279	Johnson, Michael	123-456-7890	General Ledger Development	Michael.Johnson@lawson.com
2338	279	Peterson, Tom	123-456-7890	General Ledger Development	Tom.Peterson@acme.com
2834	279	Rogachevsky, Yelena	123-456-7890	General Ledger Development	Yelena.Rogachevsky@acme.com
3723	279	Austhof, Bret	123-456-7890	General Ledger Development	Bret.Austin@acme.com
1509	279	Kerian, Tim	123-456-7890	AS400 Dev	Tim.Kerian@acme.com
2453	279	Drinka, Jerry	123-456-7890	General Ledger Development	Jerry.Drinka@acme.com
2556	279	Job -Wixo, Doris	123-456-7890	General Ledger Development	Doris.Job Wixo@acme.com
2563	279	Wolyniec, Julianne	123-456-7890	General Ledger Development	Julianne.Wolyniec@acme.com
2454	279	Miller, Scott	123-456-7890	General Ledger Development	Scott.Miller@acme.com
2968	279	Kauffman, Karla	123-456-7890	General Ledger Development	Karla.Kauffman@acme.com
543	297	Rich, John	123-456-7890	GSC Unix/NT Technology Support	John.Rich@acme.com
2325	297	Haider, Mark	123-456-7890	GSC Unix/NT Technology Support	Mark.Haider@acme.com
2828	297	Karjala, Tracy	123-456-7890	GSC Unix/NT Technology Support	Tracy.Karjala@acme.com
1831	297	Bozway, Fred	123-456-7890	GSC Unix/NT Technology Support	Fred.Bozway@acme.com
2449	297	Kruger, Joleen	123-456-7890	GSC Unix/NT Technology Support	Joleen.Kruger@acme.com
1470	297	Hammerschmidt, Andy	123-456-7890	GSC Unix/NT Technology Support	Andy.Hammerschmidt@acme.com
2482	508	Salovich, Mike	123-456-7890	Analytics	Mike.Salovich@acme.com
646	508	Skovbrotten, Bob	123-456-7890	Analytics	Bob.Skovbrotten@acme.com
1984	508	Stokes, Deb	123-456-7890	Analytics	Deborah.Stokes@acme.com
1089	508	Brown, Scott	123-456-7890	Analytics	Scott.Brown@acme.com
1555	508	Belting, Robin	123-456-7890	Analytics	Robin.Belting@acme.com
1202	508	Moran, Wayne	123-456-7890	Analytics	Wayne.Moran@acme.com
4007	517	Schwartz, Chris	123-456-7890	App Development Operations	Chris.Schwartz@acme.com
160	162		166	168	170

FIG. 4

Calls For Selected Customer -data  
Filters: CUSTOMER=5522

182					180	
CALL ID	PROD GROUP	SYSTEM CODE	CUSTOMER NAME	OWNER PROBLEM ID	LAST MSG	DATE
1310105	LGN	WE	ACME HOLDINGS	3116		11/26/2002
1320025	GL	FIN	ACME HOLDINGS	4251		11/13/2002
1320700	GL	FIN	ACME HOLDINGS	4251		11/13/2002
1326053	LGN	WE	ACME HOLDINGS	3362		11/20/2002
1327235	LGN	WE	ACME HOLDINGS	2468 ~ 160		11/21/2002

FIG. 5



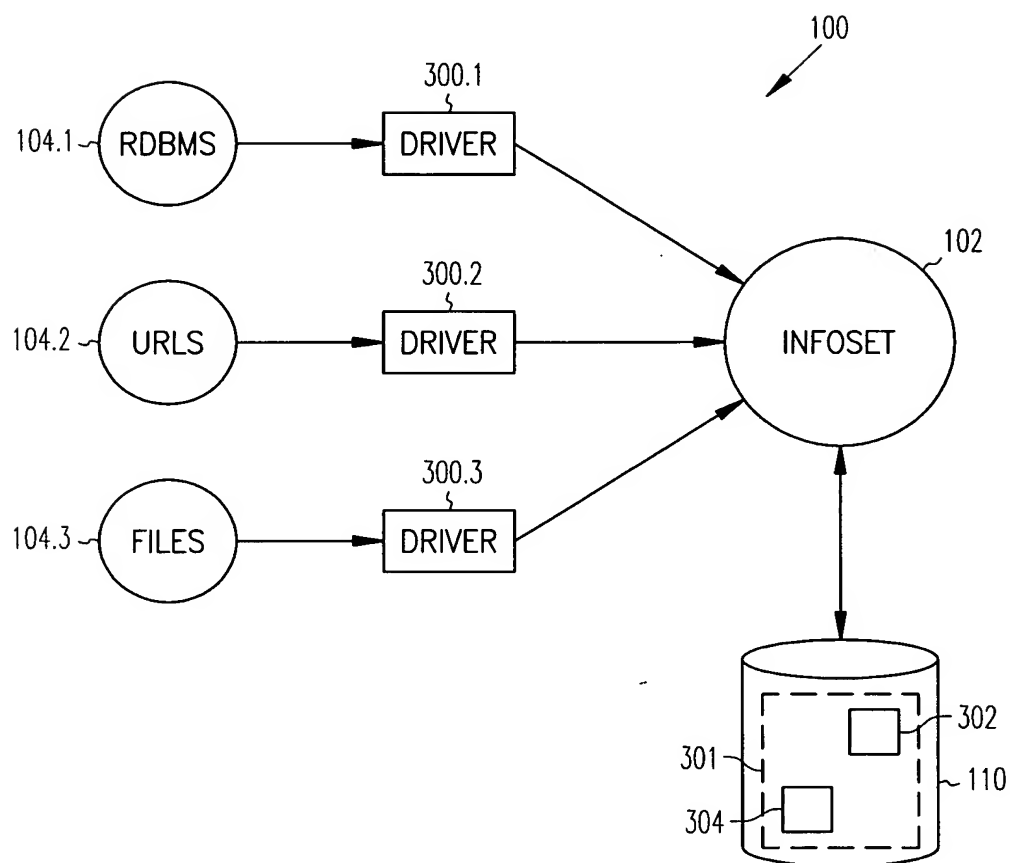


FIG. 7

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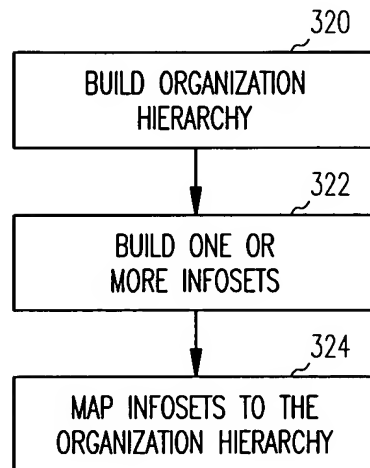


FIG. 8

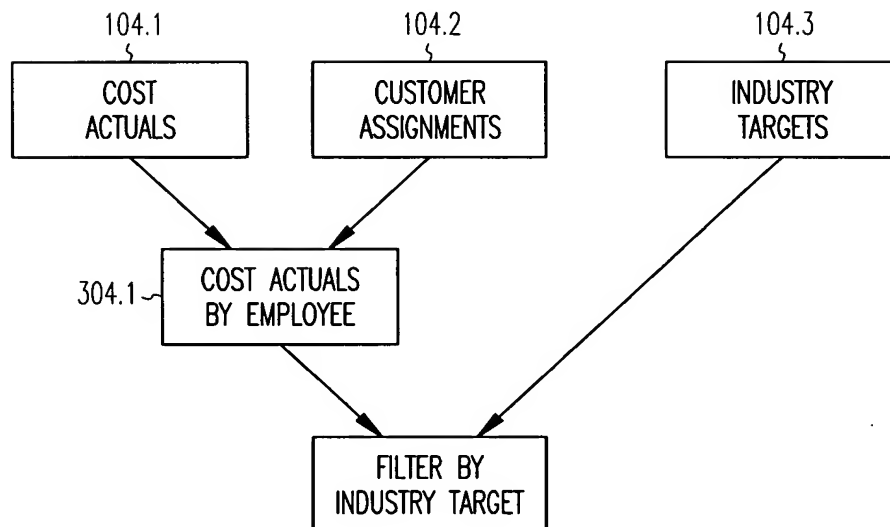


FIG. 9

Smart Notification Infoset Wizard

File Edit View Favorites Tools Help

Back

Forward

Home

Search

Favorites

Media

Google

Address

PageRank

Search Web

Search Site

New!

Go

1

Select Data Source

2

Define Infoset

3

Specify Links

4

Save Infoset

Type

Select Type ~ 360

Select Type

Delimited Document

Acme DME

Hyperion Essbase

Relational Database (JDBC)

LSN | Internal Data

LDAP

Java Property Document

XML Document

Cancel

Next

Done

Local intranet

FIG. 10



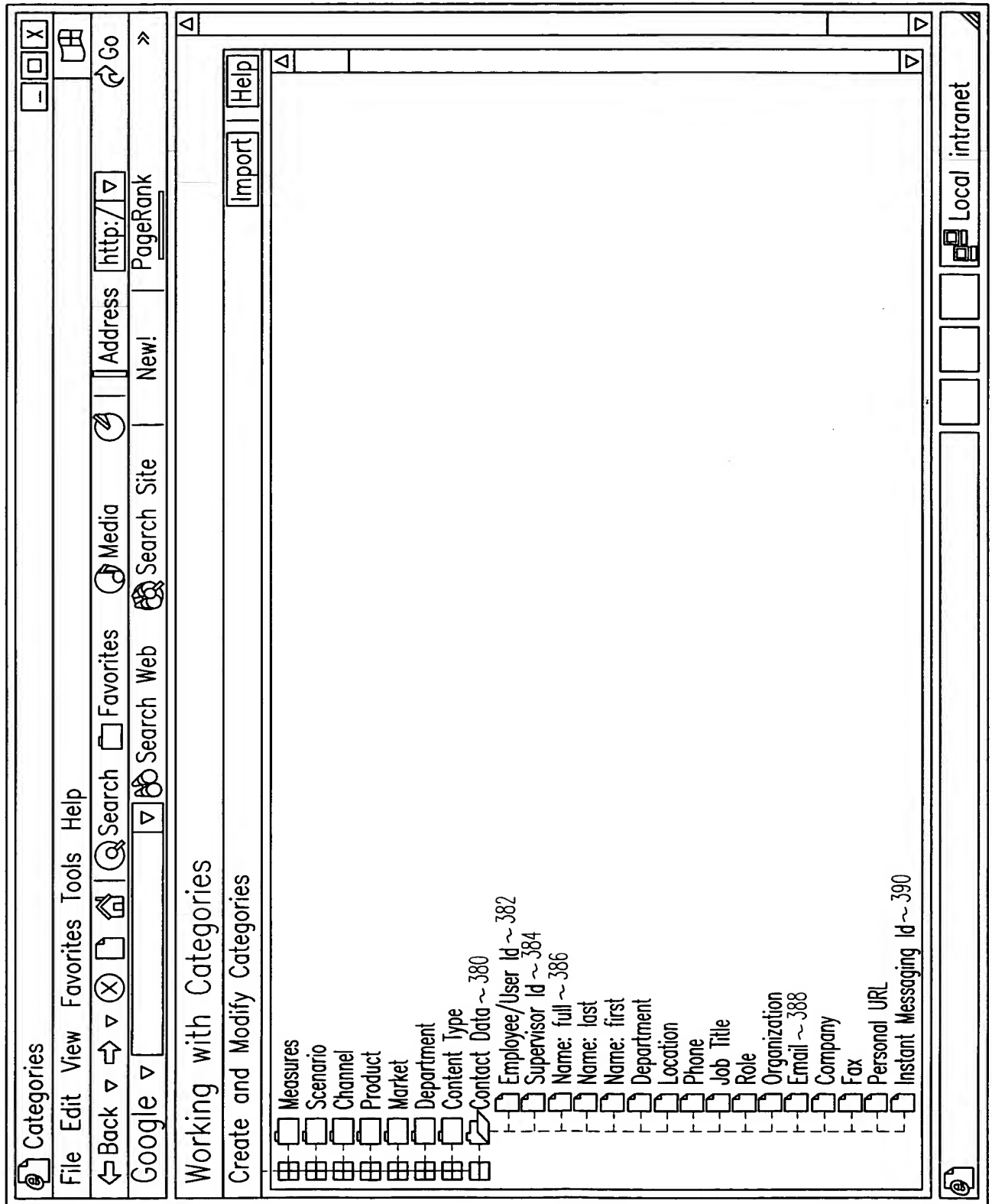


FIG. 11

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161

160

164

166

168

170

104

FIG. 12

EMPLOYEE ID	SUPERVISOR ID	NAME	PHONE	DEPARTMENT	EMAIL
8359	0		0208 555 5555	Facilities	Dieter.Kutzer@acme.com
8062	0	Kutzner, Dieter	49.17111111	Services	Bas.van.Lith@acme.com
8108	0			Netherlands Merchandising	Jeremy.Spencer@acme.com
8401	0			Sales	Richard.Smith@acme.com
1	0	Smith, Richard	123-456-7890	Corporate Executives	Cathie.Jepson@acme.com
8363	0		0113 2222222	Corporate Administration	Chris.Angus@acme.com
8408	0			Merchandising Prod Dev	
8413	0			Merchandising Prod Dev	
8411	0		44 113 2345678	Merchandising Prod Dev	
604	1 ~ 162	Jones, Jay	123-456-7890	Corporate Executives	Jay.Jones@acme.com
1689	67	Chakraborty, Anjan	123-456-7890	Application Products Admin	Anjan.Chakraborty@acme.com
3243	94	August, Michael	123-456-7890	Strategic Account Services	Mike.August@acme.com
1439	94	Houlihan, Pam	123-456-7890	Strategic Account Services	Pam.Houlihan@acme.com
1080	279	Machovsky, Steve	123-456-7890	Procurement Dist/Development	Steve.Machovsky@acme.com
2257	279	Johnson, Michael	123-456-7890	General Ledger Development	Michael.Johnson@acme.com
2338	279	Peterson, Tom	123-456-7890	General Ledger Development	Tom.Peterson@acme.com
2834	279	Rogachevsky, Yelena	123-456-7890	General Ledger Development	Yelena.Rogachevsky@acme.com
3723	279	Austhof, Bret	123-456-7890	General Ledger Development	Bret.Austhof@acme.com

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Smart Notification Infoset Wizard

File Edit View Favorites Tools Help

Back

Forward

Search

Address

Go

Google

Search Web

Search Site

New!

PageRank

Page Info

Up

Highlight

Infoset Wizard

1

2

3

4

Select

Define

Specify

Save

Data Source

Infoset

Links

Infoset

Column Specifications

Auto Create

Add Column

Filter Duplicates by:

Unique Key

Key	Burst On Name	Display Name	Type	Read Format	Category	Good Direction	Curr/Date	Format	Dec Places	Column	Move	Remove
Key	<input type="checkbox"/>	Employee Id	integer	n/a	Employee/User Id	+	n/a	n/a	0	n/a	▽	X
Key	<input type="checkbox"/>	Supervisor Id	integer	n/a	Supervisor Id (Cont	+	n/a	n/a	1	n/a	△	X
Key	<input type="checkbox"/>	Name	string	n/a	Name: full (Conta	+	n/a	n/a	3	n/a	△	X
attribute	<input type="checkbox"/>	Phone	string	n/a	Phone (Contact D	+	n/a	n/a	2	n/a	△	X
Key	<input type="checkbox"/>	Department	string	n/a	Department (Cont	+	n/a	n/a	4	n/a	△	X
Key	<input checked="" type="checkbox"/>	Email	string	n/a	Email (Contact Da	+	n/a	n/a	5	n/a	△	X

Cancel

Previous

Next

Save Updates

Save As New

FIG. 13

Local intranet

13/33

FIG. 15

Smart Notification Infoset Wizard

File Edit View Favorites Tools Help

Back

Google

Search

Search Web

Search Site

PageRank

Page Info

Up

Highlight

Address

http://

1

2

Select

Define

Sp

Data Source

InfoSet

Column Specifications

Key	Burst On Name	Display Name	Type	Read Format	Category	Good Direction	Curr/Date	Format	Dec	Places	Col
<input type="checkbox"/> Key	<input type="checkbox"/> CALL-ID	Call Id	string	▽	n/a ~ 440	⊕	n/a	▽	n/a	0	
<input type="checkbox"/> Key	<input type="checkbox"/> CUSTOMER	CUSTOMER	string	▽	n/a	⊕	n/a	▽	n/a	1	
<input type="checkbox"/> measure	<input type="checkbox"/> ACTIONPRIORITY	Action Priority	integer	▽	n/a	⊕	n/a	▽	n/a	2	
<input type="checkbox"/> Key	<input type="checkbox"/> PROD-GROUP	Prod Group	string	▽	n/a	⊕	n/a	▽	n/a	3	
<input type="checkbox"/> Key	<input type="checkbox"/> SYSTEM_CODE	System Code	string	▽	n/a	⊕	n/a	▽	n/a	4	
<input type="checkbox"/> Key	<input type="checkbox"/> CUST-DESC	Customer Name	string	▽	n/a	⊕	n/a	▽	n/a	5	
<input type="checkbox"/> attribute	<input type="checkbox"/> LASTMSGDATE	Last Msg Date	string	▽	n/a	⊕	n/a	▽	n/a	7	
<input type="checkbox"/> Key	<input type="checkbox"/> Employee Id	Owner	string	▽	n/a	⊕	n/a	▽	n/a	6	
<input type="checkbox"/> Key	<input type="checkbox"/> OWNLASTNAME	Own Last Name	string	▽	n/a	⊕	n/a	▽	n/a	8	
<input type="checkbox"/> Key	<input type="checkbox"/> OWNFIRSTNAME	Own First Name	string	▽	n/a	⊕	n/a	▽	n/a	9	
<input type="checkbox"/> Key	<input type="checkbox"/> PROBLEM-ID	Problem Id	string	▽	n/a	⊕	n/a	▽	n/a	11	
<input type="checkbox"/> measure	<input type="checkbox"/> COMPANY	Company	integer	▽	n/a	⊕	n/a	▽	n/a	10	

Cancel

Previous

Next

Save Updates

Save As New

Done

Local intranet

Smart Notification

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Address http:// Go

Google Search Web Search Site New! PageRank Page Info Links

Select Range of Facts

Name:  
Warning Calls with Owner

Description:  
Measure  
Name

Action Priority ~ 434 ☐ Total ☐ Average ☐ Min. ☐ Max. ☒ Count  
Company ~ 436 ☐ Total ☐ Average ☐ Min. ☐ Max. ☐ Count

Items

Call Id ~ 422

[All]	Δ
1257244	
1260340	
1265824	
1266029	▽

Clear All | Select All

☐ Make this a parameter

CUSTOMER ~ 424

[All]	Δ
1410	
1739	
1779	
1852	▽

Clear All | Select All

☐ Make this a parameter

Prod Group ~ 428

[All]	Δ
AC	
AM	
AP	
AR	▽

Clear All | Select All

☐ Make this a parameter

System Code ~ 430

[All]	Δ
DIST	
EPM	
FIN	
HR	▽

Clear All | Select All

☐ Make this a parameter

Customer Name ~ 432

[All]	Δ
ACME RENTS, IN	
ACME GOVERNMENT	
ACME HEALTH	
ACME GENERAL	▽

Clear All | Select All

☐ Make this a parameter

Owner ~ 426

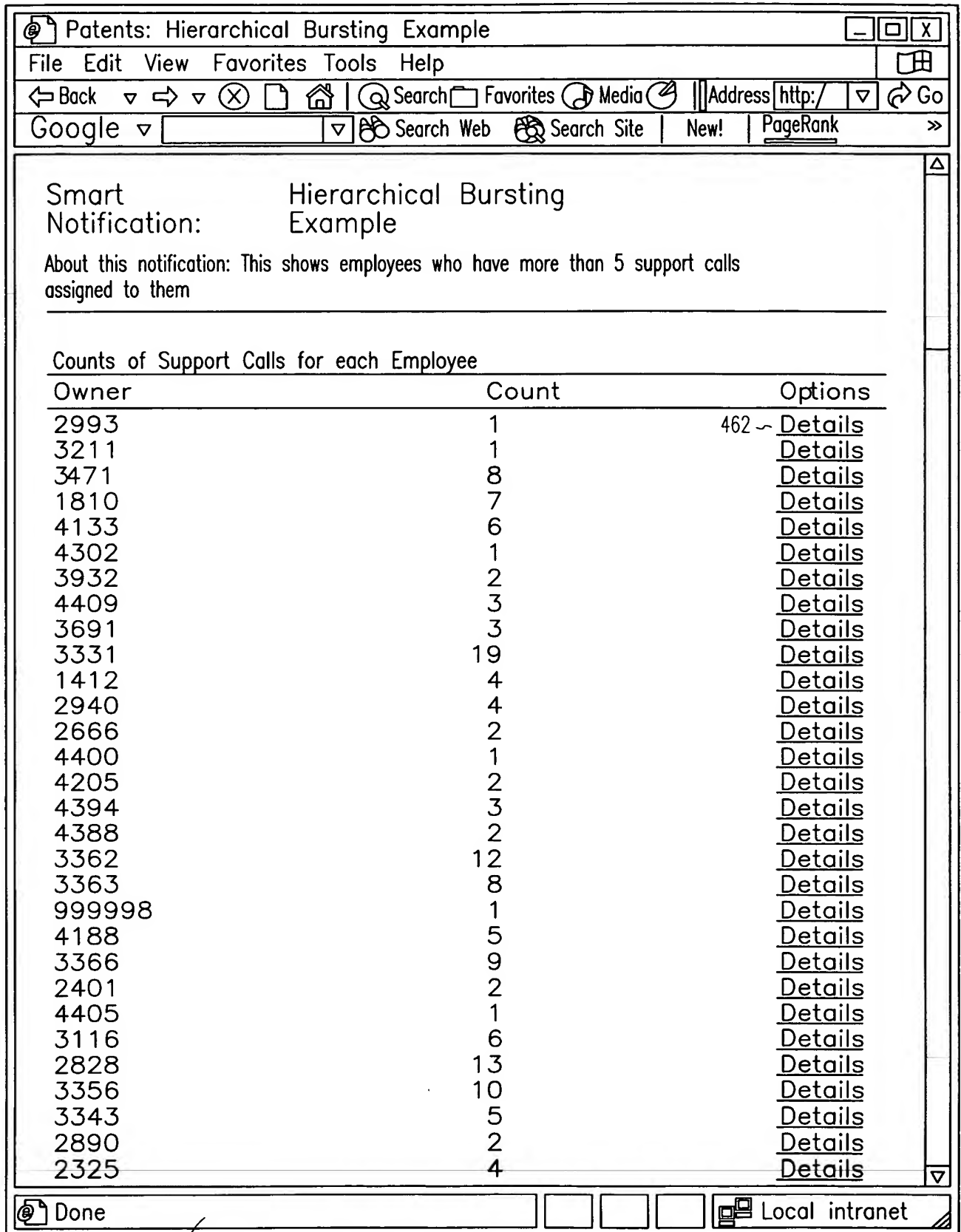
[All]	Δ
1412	
1667	
1800	
1810	▽

Clear All | Select All

☐ Make this a parameter

FIG. 16

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FIG. 18

Smart Notification

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Media Address http:// Go

Google Search Site New! PageRank Page Info Up »

SMART NOTIFICATION

Welcome, 4738

Notifications Reminders Files Personal Settings Activity Search Admin Help

1 2 3 4 5

Select Facts Conditions Delivery Related Info Save

Notifications Wizard ~488

Set Conditions for

Condition Calculation Combine

Tell me if:

Counts of Support Calls for each Employee

is greater than

5

Make this a parameter

Compare with a variable or another selection

Hide Advanced Options

Show all rows (not only those that meet condition)

Lower is better

Add

My Selections

Name Type Actions Remove

Counts of Support Calls for each Employees Multi-Fact Edit

Remove Checked Selections

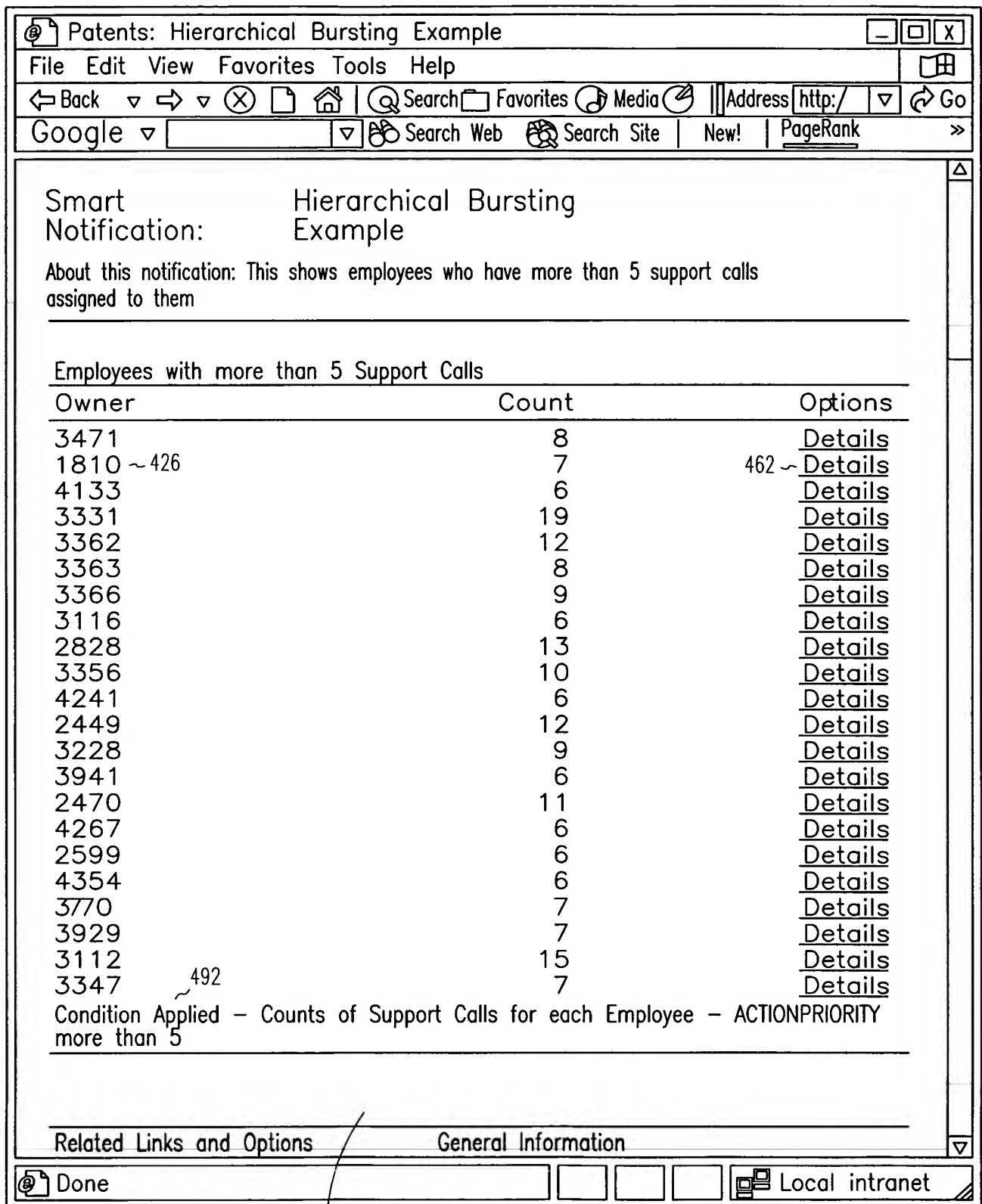
Clear All Selections

Cancel Next Done Preview

Local intranet



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FIG. 19

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FIG. 20

Smart Notification

File Edit View Favorites Tools Help

Back Search Favorites Media Address http:// Go

Google Search Web Search Site New! PageRank Page Info Up »

SMART NOTIFICATION

Welcome, 4738

Notifications Reminders Files Personal Settings Activity Search Admin Help

Notifications Wizard ~488

1 2 3 4 5

Select Facts Conditions Delivery Related Info Save

Set Conditions for

Condition Calculation Combine Hide Advanced Options

From the values in:

Employee Id ~504

Calculate:

Hierarchy

Display original data

Add

My Selections

Name	Type	Actions	Remove
Counts of Support Calls for each Employees	Multi-Fact	Edit	<input type="checkbox"/>
Employee with more than 5 Support Calls	Condition	Edit Rename	<input type="checkbox"/>

Remove Checked Selections  
Clear All Selections

Cancel Next Done Preview

Done

Local intranet

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File Edit View Favorites Tools Help

Back Forward Stop Home

Search
Favorites
Media

Address http://
Go

Google
Search Web
Search Site
New!
PageRank

Smart Notification:

Hierarchical Bursting Example

About this notification: This shows employees who have more than 5 support calls assigned to them

Employees with more than 5 Support Calls (In Org)
 

Hierarchy -Owner	Owner	Count	Options
-Smith, Richard			
-Jone, Jay			
-Morgan, Eric			
-Orndorff, Cole			
-Bullis, Paula			
-Amend, Mike	160		
-Pedersen, Holly	5		
-Gustafson, Jon	3356	10	<a href="#">Details</a>
-Klinepier, Julie	3941	6	<a href="#">Details</a>
-Sheagley, Nate	3112	15	<a href="#">Details</a>
-Teuber, Kevin			
-Pruitt, Bud	3929	7	<a href="#">Details</a>
-Anderson, Nancy			
-Aufderheide, Jason			
-Johnson, Scott	3770	7	<a href="#">Details</a>
-Slavik, Robert	2470	11	<a href="#">Details</a>
-Insley, Susan			
-Dey, Greg	2599	6	<a href="#">Details</a>
-O'Neill, Jean			
-Carlson, Chad			
-Cole, Judy	3331	19	<a href="#">Details</a>
-Koll, Kirsten	3366	9	<a href="#">Details</a>
-Popp, Corey	4133	6	<a href="#">Details</a>
-Reece, Omar			
-Keys, Karen	4354	6	<a href="#">Details</a>

Done

Local intranet

FIG. 21

Calls for Selected Customer

Filters: CUSTOMER-5522

HIERARCHY-OWNER	CALL ID	PROD GROUP	SYSTEM CODE	CUSTOMER NAME	OWNER	PROBLEM ID	LAST MSG DATE
<div> <div>-Smith, Richard</div> <div> <div>-Jones, Jay</div> <div> <div>-Morgan, Eric</div> <div> <div>-Orndorff, Cole</div> <div> <div>-Bullis, Paula</div> <div> <div>-Anderson, Nancy</div> <div> <div>-Zetzman, Nan</div> <div> <div>-Adams, Dawn</div> <div> <div>-Wilson-Bell, Paula</div> <div> <div>-Sjodin, Daniel</div> <div> <div>-Jarosz II, Thomas</div> <div> <div>-Lynough, Linda</div> <div> <div>-Pandey, Suraj</div> <div> <div>-Sauer, Matt</div> </div> </div> </div> </div> </div> </div> </div> </div> </div> <div>204</div> <div>202</div> <div> <div>1320025</div> <div>1320700</div> </div> <div>GL</div> <div>GL</div> <div> <div>ACME HOLDINGS</div> <div>ACME HOLDINGS</div> </div> <div> <div>4251 ~ 160</div> <div>4251</div> </div> <div> <div>11/13/2002</div> <div>11/13/2002</div> </div> <div> <div>1310105</div> <div>1326053</div> <div>1327235</div> </div> <div> <div>LGN</div> <div>LGN</div> <div>LGN</div> </div> <div> <div>ACME HOLDINGS</div> <div>ACME HOLDINGS</div> <div>ACME HOLDINGS</div> </div> <div> <div>3116</div> <div>3362</div> <div>2468</div> </div> <div> <div>11/26/2002</div> <div>11/20/2002</div> <div>11/21/2002</div> </div> </div></div></div></div></div>							

Select All/None

Group Chat

206

200

FIG. 22

Smart Notification

File Edit View Favorites Tools Help

Back

Forward

Home

Search

Favorites

Media

Address

Go

Google

Search Web

Search Site

New!

PageRank

Page Info

Up

Highlight

SMART NOTIFICATION

Welcome, 4738

Notifications

Reminders

Files

Personal Settings

Activity

Search

Admin

Help

Notifications Wizard ~ 488

1

2

3

4

5

Select Facts Conditions Delivery Related Info Save

Set Conditions for ""

Results to Include

Auto-Relate

Custom Links

Formatting Template

Gallery: Default

☐ Do not display empty tables

Counts of Support Calls for each Employee

Employees with more than 5 Support Calls

Employees with more than 5 Support Calls (In Org)

210

Do not Display

Do not Display

Table With IM Icons

Pie Chart: Top 90%

Default Chart

Line Chart

Area Chart

Horizontal Chart

Quad / XY Chart

Table With IM Icons

Round Buttons

Dial

Gauge

Custom

☐ Include default table. Options Customize Links

☐ Include default table. Options Customize Links

☐ Include default table. Options Customize Links

Cancel

Next

Done

Preview

Local intranet

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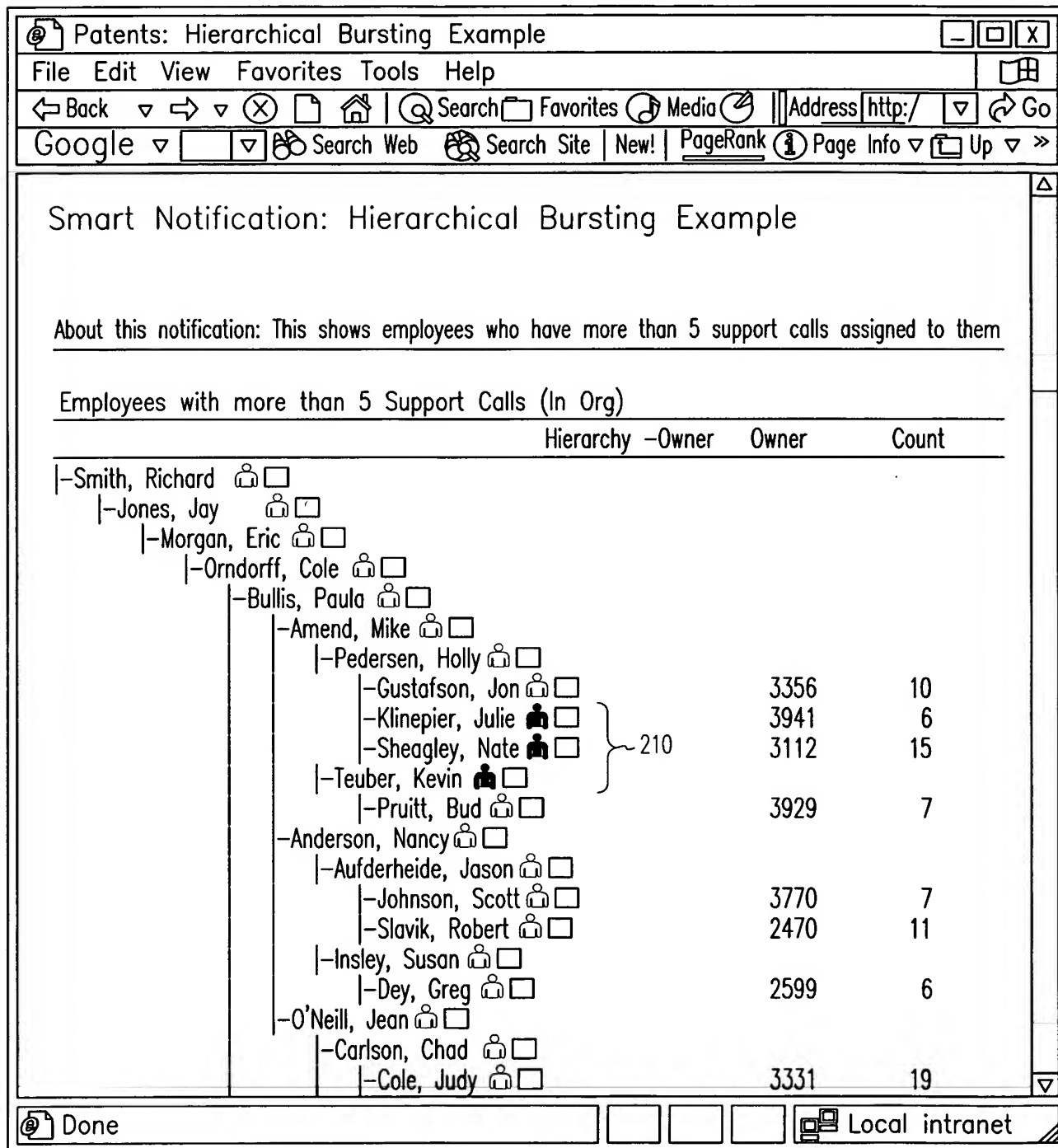


FIG. 24A

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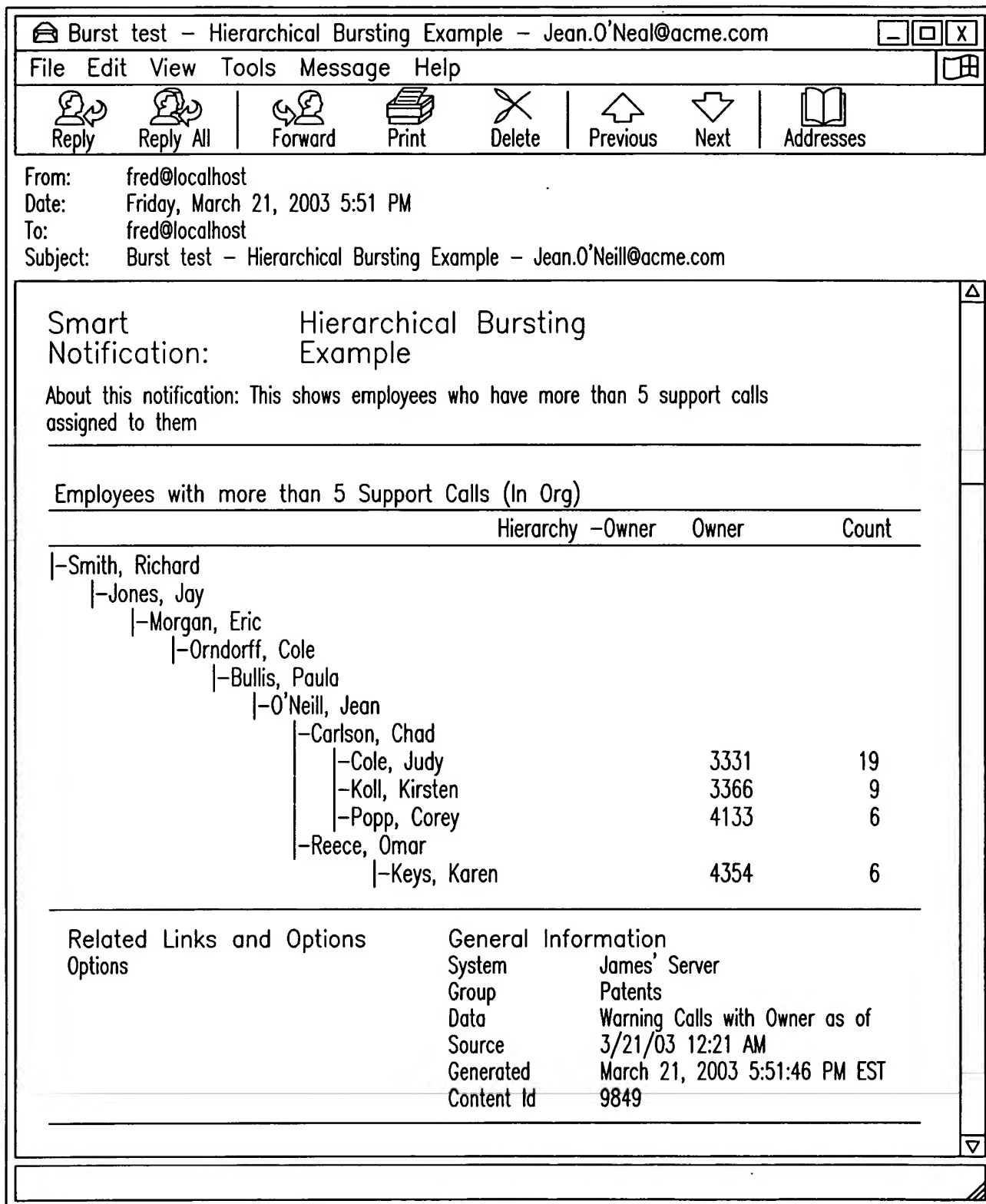


FIG. 24B

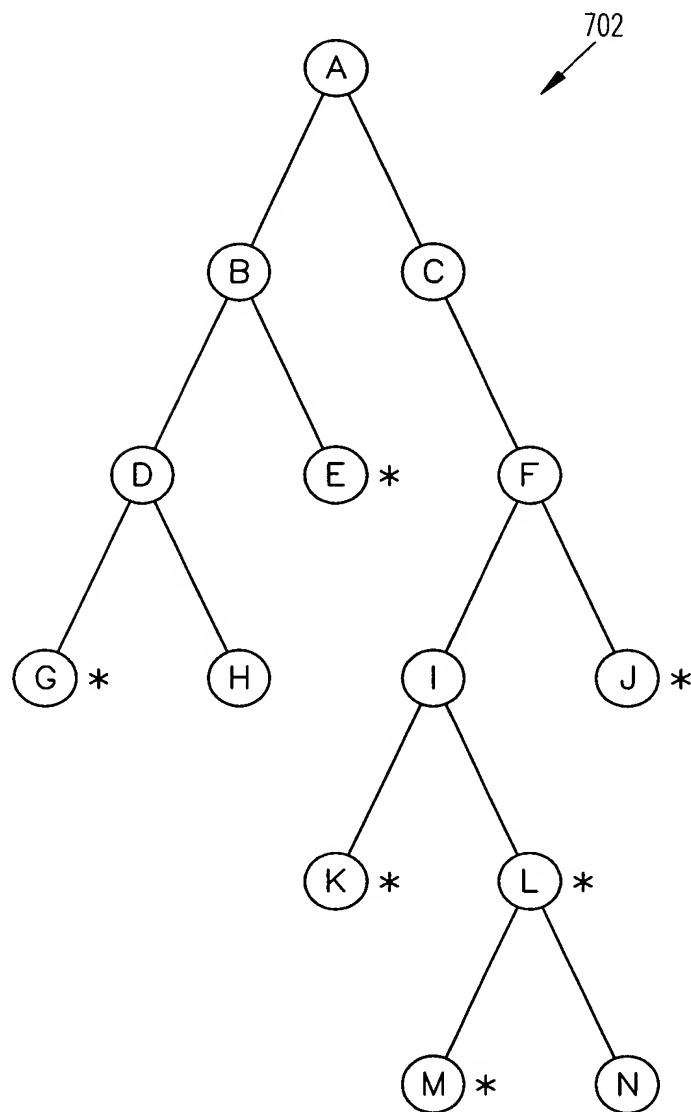


FIG. 25



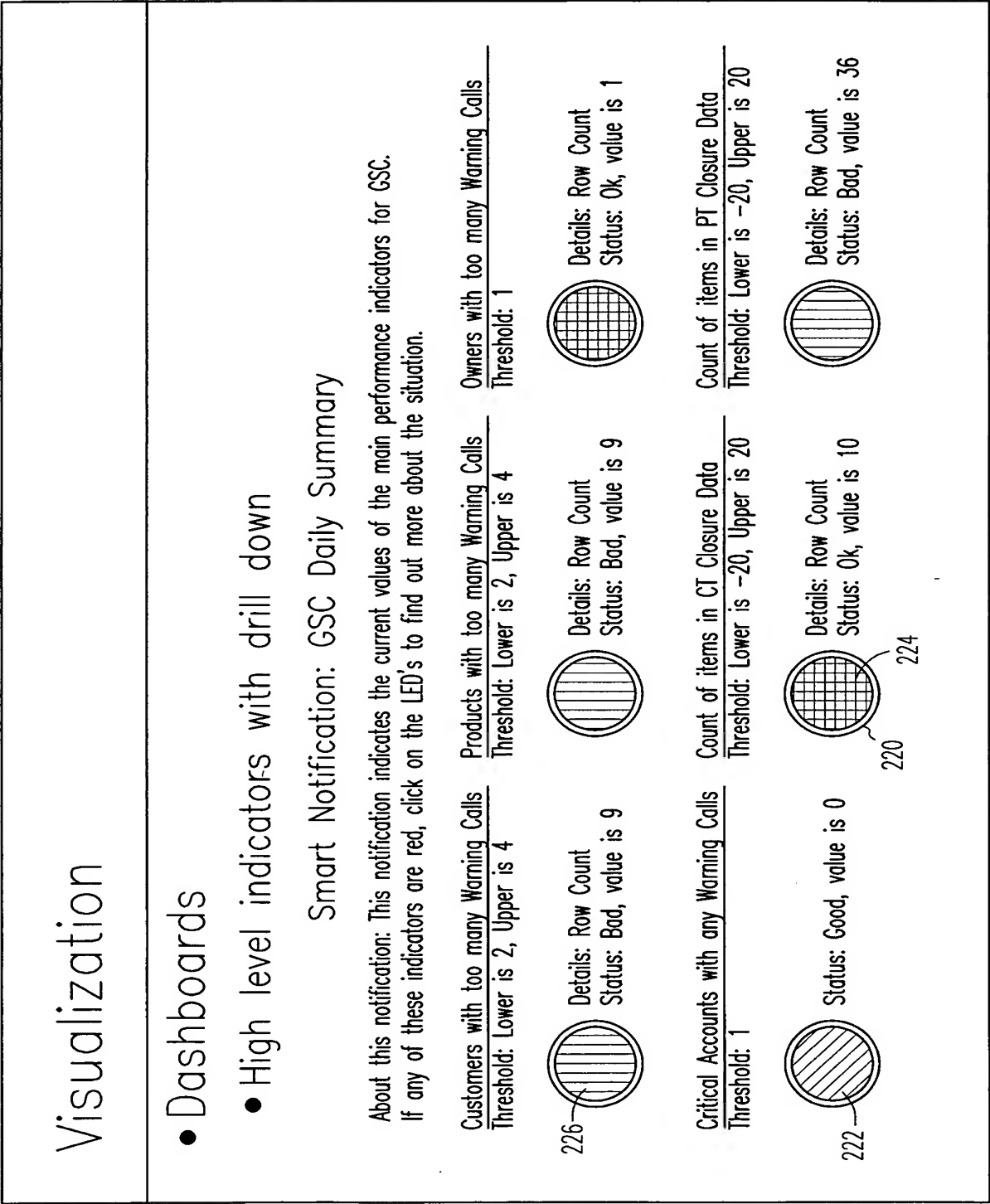


FIG. 26

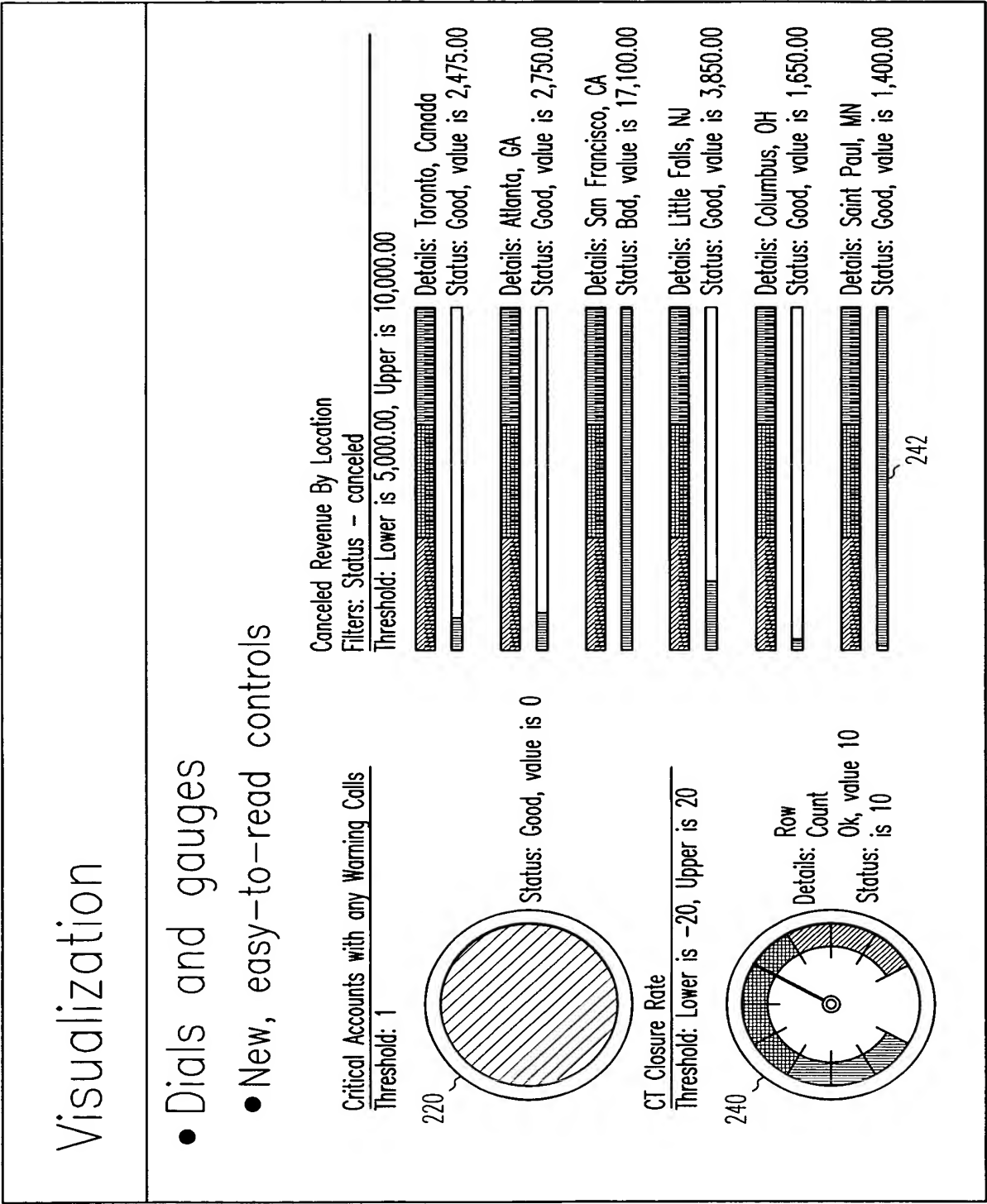


FIG. 27

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FIG. 28

Smart Notification

File Edit View Favorites Tools Help

Back Search Favorites Media Address http:// Go

Google Search Web New! PageRank Page Info Up »

SMART NOTIFICATION

Welcome, 4738

Notifications Reminders Files Personal Settings Activity Search Admin Help

Notifications Wizard ~488

1 2 3 4 5

Select Facts Conditions Delivery Related Info Save

Bursting for

Device Schedule Bursting Add Message Box Add Device

Filter and deliver using the notification data and these settings:

Determine recipients using data in this table

520 Employees with more than 5 Support Calls (In Org)

522 and this column

(HIER) Employee Id

524 Collating and delivering to the 6th level of the hierarchy

530 Also burst this to Acme Instant Messaging

Select the Info Set Column that contains the appropriate hierarchy and delivery addresses

526 Employees - Email

Select a delivery option

528 Deliver to the recipients

Cancel Next Done Preview

Done Local intranet

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The screenshot shows a web browser window titled "Smart Notification". The browser's address bar shows "http://". The page content includes a navigation bar with tabs: Notifications, Reminders, Files, Personal Settings, Activity, Search, Admin, and Help. The "Notifications Wizard" is active, with five steps: 1. Select Facts, 2. Conditions, 3. Delivery (highlighted), 4. Related Info, and 5. Save. The "Bursting for" section is set to "Device". The "Schedule" and "Bursting" tabs are visible. The "Add Message Box" and "Add Device" buttons are present. The main content area displays the following configuration: "Filter and deliver using the notification data and these settings: Determine recipients using data in this table Employees with more than 5 Support Calls (In Org) ~ 520 and this column (HIER) Employee Id ~ 522 and generate email addresses by Collating and delivering to the 6th level of the hierarchy ~ 524". A list of collating options is shown, with "Collating and delivering to the 6th level of the hierarchy" selected. A checkbox "Also burst this to Acme Instant Messaging delivery addresses" is unchecked. The bottom of the wizard has "Cancel", "Next", "Done", and "Preview" buttons. The browser's status bar shows "Done" and "Local intranet".

Smart Notification

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Address http:// Go

Google Search Web Search Site New! PageRank Page Info Up >

SMART NOTIFICATION Welcome, 4738

Notifications Reminders Files Personal Settings Activity Search Admin Help

Notifications Wizard 1 2 3 4 5  
Select Facts Conditions Delivery Related Info Save

Bursting for ""

Device Schedule Bursting Add Message Box Add Device

Filter and deliver using the notification data and these settings:  
Determine recipients using data in this table  
Employees with more than 5 Support Calls (In Org) ~ 520  
and this column  
(HIER) Employee Id ~ 522  
and generate email addresses by

Collating and delivering to the 6th level of the hierarchy ~ 524  
Collating and delivering to the supervisor (up one level)  
Collating and delivering up two levels  
Collating and delivering up three levels  
Collating and delivering up four levels  
Collating and delivering up one and two levels  
Collating and delivering up two and three levels  
Collating and delivering up three and four levels  
Collating and delivering to the top of the hierarchy  
Collating and delivering to the 2nd level of the hierarchy  
Collating and delivering to the 3rd level of the hierarchy  
Collating and delivering to the 4th level of the hierarchy

☐ Also burst this to Acme Instant Messaging delivery addresses

Cancel Next Done Preview

Done Local intranet

FIG. 29

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Burst test – Hierarchical Bursting Example – Michael.Amend@acme.com

File Edit View Tools Message Help

Reply

Reply All

Forward

Print

Delete

Previous

Next

Addresses

From: fred@localhost

Date: Friday, March 21, 2003 5:29 PM

To: fred@localhost

Subject: Burst test – Hierarchical Bursting Example – Michael.Amend@acme.com

Smart Notification:

Hierarchical Bursting Example

About this notification: This shows employees who have more than 5 support calls assigned to them

Employees with more than 5 Support Calls (In Org)

Hierarchy	Owner	Count	Options
–Smith, Richard			
–Jones, Jay			
–Morgan, Eric			
–Orndorff, Cole			
–Bullis, Paula			
–Amend, Mike			
–Pederson, Holly			
–Gustafson, Jon	3356	10	<a href="#">Details</a>
–Klinepier, Julie	3941	6	<a href="#">Details</a>
–Sheagley, Nate	3112	15	<a href="#">Details</a>
–Teuber, Kevin			
–Pruitt, Bud	3929	7	<a href="#">Details</a>

Related Links and Options

Options

General Information

System	James' Server
Group	Patents
Data	Warning Calls with Owner as of
Source	3/21/03 12:21 AM
Generated	March 21, 2003 5:29:53 PM EST
Content Id	9849

FIG. 30

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Burst test – Hierarchical Bursting Example – Nancy.Anderson@acme.com

File Edit View Tools Message Help

Reply

Reply All

Forward

Print

Delete

Previous

Next

Addresses

From: fred@localhost

Date: Friday, March 21, 2003 5:29 PM

To: fred@localhost

Subject: Burst test – Hierarchical Bursting Example – Nancy.Anderson@acme.com

Smart Notification:

Hierarchical Bursting Example

About this notification: This shows employees who have more than 5 support calls assigned to them

Employees with more than 5 Support Calls (In Org)

Hierarchy	Owner	Count	Options
–Smith, Richard			
–Jones, Jay			
–Morgan, Eric			
–Orndorff, Cole			
–Bullis, Paula			
–Anderson, Nancy			
–Aufderheide, Jason			
–Johnson, Scott	3770	7	<a href="#">Details</a>
–Slavik, Robert	2470	11	<a href="#">Details</a>
–Insley, Susan			
–Dey, Greg	2599	6	<a href="#">Details</a>

Related Links and Options

Options

General Information

System	James' Server
Group	Patents
Data	Warning Calls with Owner as of
Source	3/21/03 12:21 AM
Generated	March 21, 2003 5:29:53 PM EST
Content Id	9849

FIG. 31

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Burst test – Hierarchical Bursting Example – Jean.O’Neal@acme.com

File Edit View Tools Message Help

Reply

Reply All

Forward

Print

Delete

Previous

Next

Addresses

From: fred@localhost

Date: Friday, March 21, 2003 5:29 PM

To: fred@localhost

Subject: Burst test – Hierarchical Bursting Example – Jean.O’Neill@acme.com

Smart Notification: Hierarchical Bursting Example

About this notification: This shows employees who have more than 5 support calls assigned to them

Employees with more than 5 Support Calls (In Org)

Hierarchy	Owner	Count	Options
–Smith, Richard			
–Jones, Jay			
–Morgan, Eric			
–Orndorff, Cole			
–Bullis, Paula			
–O’Neill, Jean			
–Carlson, Chad			
–Cole, Judy	3331	19	<a href="#">Details</a>
–Koll, Kirsten	3366	9	<a href="#">Details</a>
–Popp, Corey	4133	6	<a href="#">Details</a>
–Reece, Omar			
–Keys, Karen	4354	6	<a href="#">Details</a>

Related Links and Options

Options

General Information

System	James’ Server
Group	Patents
Data	Warning Calls with Owner as of
Source	3/21/03 12:21 AM
Generated	March 21, 2003 5:29:53 PM EST
Content Id	9849

FIG. 32

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Customize Links

File Edit View Favorites Tools Help

Back

Forward

Search

Search Web

Search Site

PageRank

Page Info

Up

Highlight

Google

Address

http://

Go

Customize links for 'Employees with more than 5 Support Calls (In Org)'  
 For this table, select how you would like links to applications and other notifications to be handled.

☐ Include a 'details' links on each row and dynamically generate a details page every time ~802  
☐ Do not display any links ~804  
☒ Customize the links using the information below ~806

Links to Recommended Analyses

Link To	Using	Add Link To	Comment	Window
<input type="checkbox"/> Employees With Same Supervisor	Employee Id			
<input type="checkbox"/> Supervisor	Employee Id			
<input type="checkbox"/> Direct Reports	Employee Id			
<input type="checkbox"/> Supervisor 2	Employee Id			
<input checked="" type="checkbox"/> Warning Calls For Owner	Employee Id	Employee Id	Click to see calls assigned to this person	
810 ~ <input type="checkbox"/> Other Link	No Parameters			
				816

808

Links to Applications

Link To	Using	Add Link To	Comment	Window
812 ~ <input type="checkbox"/> Open CT	CALL-ID			
<input type="checkbox"/> Open PT	PROBLEM-ID			
<input type="checkbox"/> Discussion Group	CUSTOMER			
<input type="checkbox"/> PSA Test	unknown			

Done

Local intranet

FIG. 33



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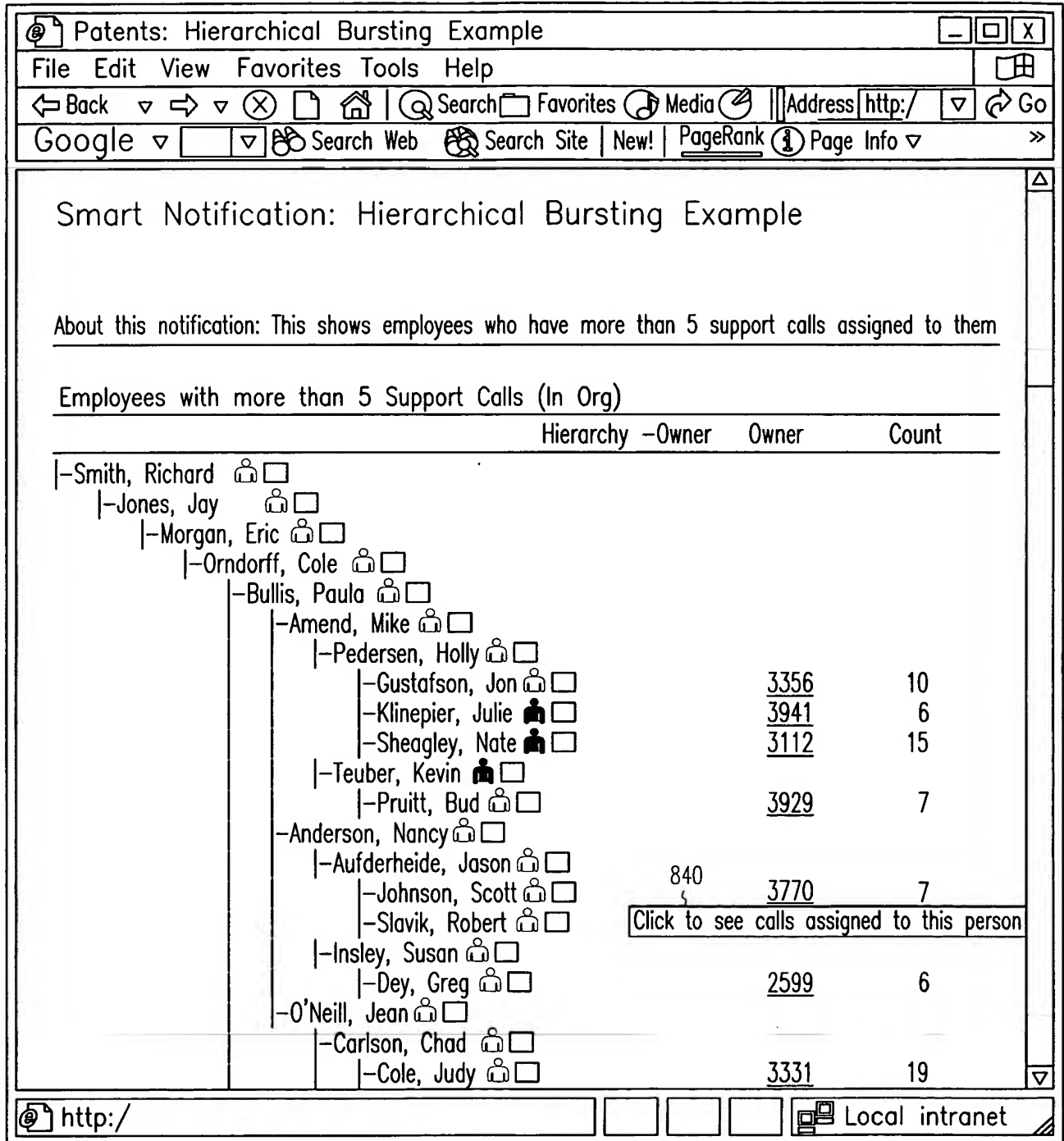


FIG. 34